

| | |
|-------------------------|-------------------------------------|
| Job Title: | Human Resources Assistant |
| Job Description Number: | 802 |
| Department/Division: | Human Resources |
| Exemption Status: | Non-Exempt |
| Pay Grade: | 208 |
| Immediate Supervisor: | EEO/Employment Administrator |
| Normal Work Schedule: | Mon-Fri, 8 hours/day |

Brief Description of the Job:

Perform diverse administrative and clerical duties in support of various Human Resources functions. Ensure high level customer support related to HR services by assisting walk-ins with general HR needs and requests. Provide clerical and general administrative support services to the HR Director and other HR staff. Provide as needed support to the EEO/Employment Administrator by reviewing applications, posting jobs on HROAS, conducting background and I-9 screens, coordinating temp service personnel, preparing offer letters, and preparing petty cash vouchers. Provide as needed support to Benefits by assisting employees with general benefit-related questions/requests, mailing documents, entering and/or verifying address changes in BluesEnroll, and assisting with annual open benefits enrollment. Provide as needed support to Compensation/Payroll function by assisting employees with and obtaining various comp/payroll forms, entering address changes in the payroll system, assisting with collection of performance evaluations, and responding to questions regarding pay and bonus. Maintain City ID badges. Ensure all HR records are properly set up and maintained in accordance with regulatory and records retention requirements. Track and enter all Human Resources invoices for payment. Other administrative tasks include processing incoming/outgoing mail, maintaining inventory of office supplies, printer/copier supplies, and break room supplies, coordinating logistics for HR meetings and events, copying materials, etc. Coordinate HR staff meetings and maintain HR Updates. Submit COGNOS reports to various departments. Submit bi-weekly Time Balance Summary to Payroll. Coordinate Deferred Compensation meetings for City.

Essential Functions:

Provide Customer Service for the HR Department (35%): Serve as first point of contact for all HR Department visitors. Answer a wide range of questions and responds to numerous requests from employees and visitors (in person and via phone/email) in regards to job opportunities, benefit, pay and bonus concerns, forms W-4 and I-9, the Human Resources Online Application System (HROAS), HR policies and procedures, training opportunities and tuition assistance, 401(k) and 457(b) information, temp service requests, etc. Set up appointments for the Deferred Compensation representative. Set up/create City ID badges for all employees, temp personnel, and vendors.

Provide General Administrative Support (30%): Receive and distribute incoming and outgoing mail. Provide administrative/clerical support to the HR Director to include copying and distributing the quarterly Fire & Police Practices Commission meeting packets and other confidential documents, and typing draft documents. Track and enter all Human Resources invoices in the payroll system by preparing appropriate documents, obtaining appropriate signatures, and submitting to Accounts Payable. Create requisitions for HR contracts. Maintain files for all invoices and contracts. Ensure bi-

weekly submission of Time Balance Summary report to Payroll. Sort and distribute employee discount tickets, newsletters, City closing flyers, and other promotional offers. Order office supplies and stationary for the office. Order refreshments/food for various HR events/meetings. Coordinate and set up equipment for various HR meetings and presentations. Provide City's newsletter editor information regarding upcoming 401K/457 meetings. Processes COGNOS reports for various departments, including monthly employee birthdays and anniversary for the newsletter and bi-weekly employee lists for payroll check sorting/distribution. Coordinate bi-weekly HR staff meetings and maintain HR Updates for meetings. Set up new hires and enter Benefits Orientation information into the Training Compliance software. Provide as needed back up support to HR Generalist by entering HR-led training information into the Training Compliance software. Assist HR Generalist with annual City Hall Administration Employee Awards by preparing award certificates and letters, setting up/taking down decorations and audio visuals, and maintaining RSVP list.

Perform Personnel Records Management Duties (20%): Ensure all HR records are properly set up and maintained in accordance with regulatory and records retention requirements, including personnel files, job applications, I-9's, police training files, retired employee files, EPL/EEOC/Employee Complaint files, and summer/temp/volunteers/ intern files. Update files on active, terminated, and retiring employees. Prepare aging files of terminated/retired employees. Sets up and maintain EPL, EEOC, and Employee Complaint files. Respond to routine records inquiries and makes copies of records to comply with FOIA requests and legal subpoenas. Coordinate review of personnel records for employees and supervisors. Maintain record of all disciplinary actions for HR Director. Maintain record of all City volunteers and interns.

Provide Support for Employment Function (10%): Assist applicants with the use of HROAS, the City's online job application system. Assist in monitoring the jobs e-mail account and responding to applicant inquiries and requests. Mail notices to applicants for unsolicited resumes. Complete employment verifications by fax, phone, or mail. Record job opportunities on the City's job line. Provide support to the EEO/Employment Administrator in his/her absence by reviewing applications, posting the employment bulletin, posting jobs on HROAS, conducting background screens, entering I-9 information into the E-verify system, coordinating temp service personnel, preparing offer letters, preparing petty cash vouchers for CDL reimbursement, and deactivating ID badges of terminated employees. On occasion, complete and send out employment and personal reference forms for Police Dispatch division.

Provide Support for Benefits and Compensation Functions (5%): Support Benefits function as needed by assisting in mailing benefit-related documents, assisting employees who may have general questions, ordering health and dental cards, typing employee benefits verification letters, and assisting with annual open benefits enrollment. Provide support for Annual Service Awards and Annual Retiree Program/Reception by forwarding photos of recipients to appropriate parties, setting up and taking down decorations and food items, maintaining the RSVP log, etc. Support Compensation function, as needed by assisting employees with and obtaining W-4 forms, driver's licenses, and social security cards, responding to questions regarding pay and longevity bonus, and assisting with collection of performance evaluations, as needed. Enter address information into the AS-400 payroll and Blues Enroll, as needed.

Perform other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Light strength demands include exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.

Physical Demands: Continuously requires fine dexterity, walking, lifting, carrying, sitting, reaching, handling, kneeling, pushing/pulling, using vision, using foot controls, bending, hearing, twisting, and talking. Frequently requires standing, climbing, and balancing. Occasionally requires crouching.

Machines, Tools, Equipment, and Work Aids: Telephone, fax machine, printer, calculator, copier, folder, electronic hole puncher.

Computer Equipment and Software: PC, laptop, and projector. MS Word, Excel, PowerPoint, Outlook, COGNOS, WinPak, Training Compliance, Executime.

Working Conditions

Overall Working Conditions: Good: Relatively free from unpleasant environmental conditions or hazards.

Environmental Conditions: Relatively free from unpleasant environmental conditions or hazards.

Health and Safety: None.

Primary Work Location: Office Environment.

Protective Equipment Required: None.

Non-Physical Demands

Frequently includes Time Pressures, emergency situations, Frequent Change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team. Occasionally includes tedious or exacting work. Rarely includes noisy/distracting environment.

Job Requirements

Formal Education: Associate's degree in Human Resources Management, Business, Organizational Psychology, or equivalent, from a college, technical, business, vocational, or correspondence school is required.

Experience: Over two years of related administrative support experience in a Human Resources capacity with data entry and computer skills is required.

Driver's License Required: Class D South Carolina driver's license.

Certifications and Other Requirements: None

Job Demands

Reading: Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias. Must be able to read applications, employment-related forms, correspondence, etc.

Math: Basic Level: Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division).

Writing: Intermediate Level: Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Work may require providing basic information to others outside direct reporting relationships on procedures or general policies. Contact may require the consideration of different points of view to reach understanding and gain cooperation and acceptance of ideas. High impact on the organization. External contacts include various vendors/suppliers, the general public, and various employment agencies. Internal contacts include all City departments.

Management and Supervision: Job has no responsibility for the direction or supervision of others.

Technical Skill: Basic skill: Work requires the use of standard technical skills appropriate to the work environment of the organization. Comprehensive application: Consequences of work affect large groups as well as the customer-base at large.

Freedom to Act and Impact of Action

Receives direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion. Significant impact of action: Considerable benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.